

Job Description

TennCare Eligibility Director

The Bureau of TennCare is seeking a TennCare Eligibility Director in the TennCare Eligibility Waiver organization within the Division of Member Services. This position will be responsible for leading a team of over forty employees, including 3-6 Program Managers, who will lead and supervise teams responsible for the review and processing of benefits applications and annual recertification documents to evaluate applicant's and existing member's eligibility for TennCare.

The TennCare Eligibility Waiver Director will work under the supervision of the TennCare Eligibility Administrator to develop program goals, priorities, objectives and strategies. Additionally, the Eligibility Waiver Director will ensure communication and action plans are developed and efficiently and effectively implemented; develop and implement quality assurance and employee evaluation standards and measures; ensure collaborative problem solving and decision-making processes are utilized to maximize the efficiency of the eligibility evaluation process; monitor the risk and quality of all aspects of the TennCare eligibility evaluation process. The TennCare Eligibility Waiver Director must maintain a current knowledge base of policy and regulations surrounding Medicaid eligibility.

The TennCare Eligibility Waiver Director will report directly to the TennCare Eligibility Waiver Administrator and will work closely with the other members of the Eligibility Operations Leadership Team within the Eligibility Organization.

Qualifications:

- Bachelor's Degree
- Minimum of four (4) years management/supervision experience in either state government, healthcare or a program eligibility related field
- Ability to adapt to changing priorities and deadlines
- Ability to foster and maintain cohesive working relationships
- Ability to interpret and execute public policy
- Ability to exercise sound judgment
- Strong organizational skills necessary, including the ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines
- Excellent writing and communication skills required
- Project management related skills; resource assessment/allocation, task prioritization, chronicling of events
- Business analysis, including business process design, assessment and configuration

Job Location: Nashville, Tennessee

How to Apply: Qualified candidates should send their resumes along with a cover letter to the attention of Kelvin Meeks, Deputy Director of Member Services to MemberServices.Jobs@tn.gov before Friday, December 2, 2016.